

File in Dkt No  
E-01345A-05-0816

ORIGINAL



0000040093

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2006 - 49545

Date: 1/27/2006

Complaint Description:      08A Rate Case Items - Opposed

First:

Last:

Complaint By:      **Matt**

**Libert**

Account Name:      Matt Libert

Home: (000) 000-0000

Street:      [REDACTED]

Work: (000) 000-0000

City:      [REDACTED]

CBR:

State:      AZ      Zip: [REDACTED]

is:

Utility Company.      **Arizona Public Service Company**

Division:      Electric

Contact Name:      For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Customer is opposed to the rate increase applied for by APS. Customer feels that APS should be tightening their belts.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in docket no. E-01345A-05-0816. closed

\*End of Comments\*

Date Completed: 1/27/2006

Opinion No.      2006 - 49545

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E-01345A-05-0816

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 49541

Date: 1/27/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Sandi

Gutman

Account Name: Sandi Gutman

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

#### Nature of Complaint:

01/27/06 \*\*\*\*\* E-01345A-05-0816 \*\*\*\*\*

Ms. Gutman believes that the increased that Arizona Public Service ("APS") is requesting is not justified at all. Not only are the energy services going up but everything else not to mentioned. The equipment in her community is old and every summer APS puts a bandage on the problems until the next time around. What about the consumers that are struggling to make it by? APS should find other ways and avenues to address this matter that will not affect consumers. APS offers very poor service which is not reliable when consumers need it the most. The Gutman's on a constant basis have flickering lights throughout the home.

\*End of Complaint\*

#### Utilities' Response:

#### Investigator's Comments and Disposition:

01/27/06 Staff thanked Ms. Gutman for contacting the Arizona Corporation Commission and voicing her opinion. She was advised that her comments will be entered in our database and Docketed under E-01345A-05-0816. She thanked staff for allowing her to voice her opinion regarding this Hugh issue between APS, the consumers and the Commission. Close.

\*End of Comments\*

Date Completed: 1/27/2006

Opinion No. 2006 - 49541